



Mission Statement: The mission of Casa Familiar is to enhance the quality of life for people living in underserved and underrepresented communities.

Casa Familiar Values: Integrity, Respect, Familia, Culture, and Community

Who is the Chief Operating and Compliance Officer?

This position partners with the President and CEO to drive and support operational innovation and excellence across the organization. The Chief Operating and Compliance Officer is a key member of the executive leadership team, responsible for strengthening Casa Familiar's operational infrastructure, ensuring organizational compliance, and building a high-performing, values-driven workplace. This role oversees Human Resources, IT systems (including Salesforce administration and development), organizational development, risk management, and compliance across all programs and departments.

The COCO leads with a balance of strategic vision and hands-on execution, ensuring that Casa Familiar's internal operations are efficient, equitable, and prepared to support organizational growth.

Executive Leadership and Strategic Alignment

- Implement strategic plans for program development in alignment with Casa Familiar's mission and objectives.
- Participates as a member of the Senior Leadership Team to provide a united, visible, and strong leadership presence across the organization.
- Partners with the President and CEO and Senior Leadership Team to promote long-range plans and strategic goals that align with Casa Familiar's mission and values.
- Serve as a strategic partner to the CEO and executive team, contributing to organizational planning, culture-building, and long-term sustainability.
- Translate strategic goals into operational plans, systems, and processes that support program excellence and staff success.
- Lead cross-departmental initiatives to strengthen collaboration, communication, and organizational alignment.
- Works closely with the President and CEO and Chief Financial Officer to assess organizational performance against the annual budget and both short- and long-term strategic goals.
- Upholds and models the mission, values, and community-centered approach of Casa Familiar.

Operational Management and Organizational Effectiveness

- Responsible for the management and oversight of day-to-day operations, facilities, and technology.
- Leads the planning, implementation, and continuous improvement of cross-functional operational processes that promote collaboration and expand organizational impact.
- Assesses current operations and internal controls, identifying and implementing changes needed to maximize efficiency, effectiveness, and alignment across departments.
- Improves and oversees administrative systems, workflows, and technology infrastructure to support organizational growth and staff success.

- Works in close partnership with the Chief Programs Officer to align program strategy with operational capacity, ensuring that systems, staffing, and infrastructure support high-quality service delivery.
- Ensures operational readiness for new initiatives, partnerships, and strategic expansions.

Human Resources and Organizational Development

- Provides strategic leadership and oversight for all HR functions, ensuring the HR and Payroll Manager is supported and equipped to lead day-to-day operations across recruitment, onboarding, performance management, employee relations, compensation, and benefits.
- Establishes and guides the implementation of equitable HR policies, procedures, and systems that promote staff well-being, legal compliance, and a healthy organizational culture.
- Leads organization-wide development efforts, including leadership development, training strategy, coaching frameworks, and succession planning, in close partnership with the HR and Payroll Manager and program leadership.
- Champions a positive, inclusive, and accountable workplace culture rooted in Casa Familiar's mission and values, modeling equity-centered leadership and reinforcing consistent organizational practices.

Information Technology and Systems

- Provides strategic oversight of the organization's IT infrastructure, ensuring reliability, security, and alignment with operational and programmatic needs; the IT Director is responsible for day-to-day management and implementation.
- Oversees the development, optimization, and governance of Salesforce as the primary client and program data system, partnering with the IT Director to ensure system integrity, usability, and continuous improvement.
- Supervises the IT Director and ensures effective management of relationships with IT vendors, consultants, and system administrators.
- Ensures staff have the tools, training, and support needed to use technology effectively, working with the IT Director to assess needs, coordinate training, and strengthen organization-wide digital capacity.

Compliance, Risk Management, and Quality Assurance

- Provides support to the management team to ensure compliance with all funders, licensing requirements, and applicable accreditation standards.
- Oversees organizational compliance systems, internal controls, and risk mitigation strategies.
- Ensures adherence to federal, state, and local regulations relevant to nonprofit operations, data privacy, labor laws, and programmatic requirements.
- Maintains and updates organizational policies, handbooks, and procedures.

Other Responsibilities

- Assumes additional responsibilities as assigned to support organizational priorities and emerging needs.
- Implement a culture of accountability and growth.

- Manage and meet multiple critical deadlines regularly.
- Build a culture that prioritizes teamwork, collaboration, professional development, open and effective communication, decision-making, and empowerment.
- Effective at identifying strengths, appropriate conflict resolution, and making the office an excellent place to work.

Ideal Candidate Qualifications and Qualities

- At least five years of senior-level experience, demonstrating progressive leadership across operational, compliance, and people-centered functions
- Demonstrated experience developing, implementing, and monitoring organizational policies, compliance systems, and internal controls.
- Knowledge of federal, state, and local regulations relevant to nonprofit operations, labor law, data privacy, and grant compliance.
- Experience preparing for and supporting audits, monitoring visits, and regulatory reviews.
- Experience leading HR functions, including employee relations, performance management, and policy development.
- Demonstrated ability to lead system improvements, including CRM or database optimization (Salesforce experience strongly preferred).
- Strong leadership skills, including but not limited to effective decision-making, delegation, motivation, and conflict resolution.
- Ability to communicate complex operational and compliance issues clearly to staff, leadership, and the Board of Directors.
- Skilled at facilitating meetings, leading difficult conversations, and building consensus across diverse teams.
- Analytical ability to identify and establish priorities and attend to all details.
- Ability to work successfully within various cross-cultural settings and make decisions in a fast-paced environment.
- Strong oral and written English communication skills. Fluency in Spanish is preferred.
- Excellent technical skills using email, Microsoft Word, Excel, PowerPoint, online browsers, and client databases. Experience with Salesforce is desired.
- Ability to travel in the County of San Diego.
- Master's degree in: MPA (Public Administration) or MBA (Business Administration) is preferred

Reports to: Chief Executive Officer

Position Type: Regular Full time, Exempt

Salary: \$165,000 a year

Additional

Casa Familiar employees are requested to attend various community events and community meetings that may be scheduled outside of regularly scheduled hours. The responsibilities of Casa Familiar employees vary during



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these events and meetings. It is also expected that employees help with organized outreach efforts that may include door-to-door outreach and dissemination of information.

This position requires sitting at a desk or workstation, walking, standing, climbing stairs, hearing, speaking, being able to lift up to 25 lb., and able to drive to different locations and do other errands pertaining to organizational operations. A background check is required. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. This is a full-time position with occasional work responsibilities on weekends and evenings, depending on the season calendar.

Benefits:

- Medical, dental, vision, and life insurance
- Retirement: 403(b) – Casa contributes 3% of the annual income.
- Paid Time Off
- Paid Bereavement
- Paid Jury Duty
- Employee Retention Benefit

Casa Familiar is an equal employment opportunity employer. Casa does not and shall not discriminate based on race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

If you have any questions, please email hr@casafamiliar.org and include your first and last name, along with the position title for which you are applying, in the email's subject line.